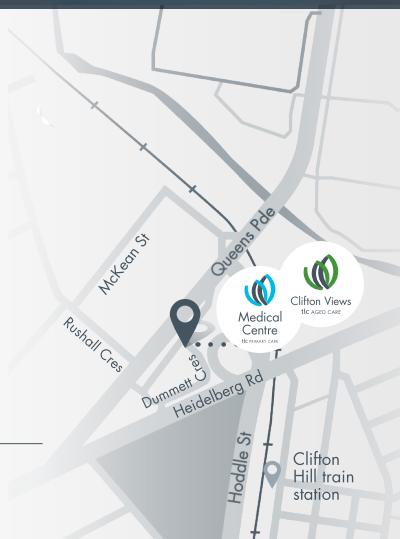
 03 8638 9200

[tlcprimarycare.com.au](http://tlcprimarycare.com.au)

Email [cliftonhill@tlcprimarycare.com.au](mailto:cliftonhill@tlcprimarycare.com.au)

217-241 Queens Parade,  
Fitzroy North VIC 3068

TLC PRIMARY CARE  
**Clifton Hill**



# Welcome to TLC Primary Care

TLC Primary Care – Clifton Hill is a mixed-billing clinic and out of pocket fees may apply, please refer to our fees advertised at reception.

If you hold a DVA Card, Centrelink Card or Pensioner card or are aged 16 years and under, bulk-billing may apply, at the GP's discretion.

In order to receive a rebate from Medicare, we require you to present a valid Medicare Card at each appointment.

If you do not have a valid Medicare Card, consultation fees will be charged with no rebate available.

Our policy is that payments are to be made on the day of consultation.

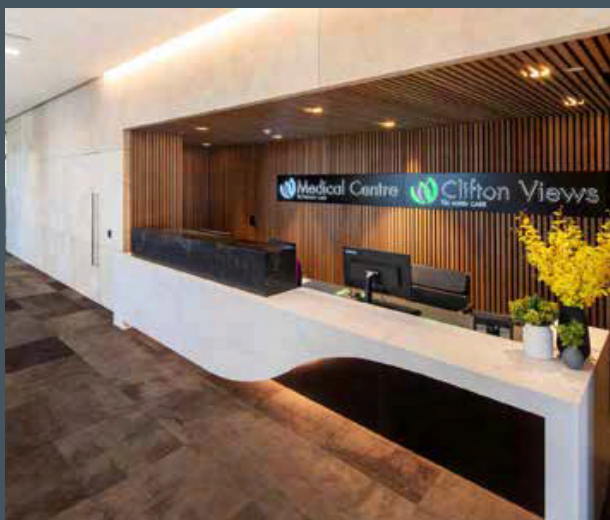
Accepted payment methods include credit card and EFTPOS.

## **Our General Practitioners:**

Please refer to our website [www.tlcprimarycare.com.au](http://www.tlcprimarycare.com.au) or chat to our friendly receptionists for information about our General Practitioners.

## **Opening hours**

Our medical centres are open from 9:00am to 5:00pm Monday to Friday. If you require medical care when our centres are closed please call the National Home Doctor Service on 13 74 25.



## Our Services

- Chronic disease management nurse
- Podiatry
- Physiotherapy
- Dietetics
- Visiting cardiologist
- Visiting geriatrician
- Echocardiography
- Nurse immuniser
- Credentialed diabetes educators

## Appointments

Appointments are required to see our medical professionals, same-day and walk-in appointments are usually available for urgent matters. To make an appointment please call our centres during opening hours or submit an online enquiry via our website.

Our general practitioners are available for 15 minute appointments to cover a single medical complaint. If you wish to discuss several medical conditions, or the matter is urgent, please advise our receptionist when making your booking as you may require a longer appointment.



## **Cancellations**

It is important that you let us know as soon as you are aware that you cannot attend your appointment. There may be other patients waiting for an urgent appointment.

## **Emergencies**

In the case of an EMERGENCY, patients should dial 000 for an ambulance.

## **Home visits**

Home visits are available to regular patients during surgery hours within the local area. These visits should be organised 1-2 days in advance and will require the approval of your general practitioner. Additional charges may apply to home visits.

## **Prescriptions & medication**

Repeat prescriptions cannot be provided without GP consult. Drugs of addiction are not kept on our premises.

## **Telephone calls**

If you need to speak to a general practitioner or nurse about an urgent matter medical problem, please explain this clearly to the receptionist. If your general practitioner or nurse is not immediately available the call may be transferred to another member of our team who is able to assist you. Patient results cannot be given over the phone unless a prearranged telehealth consult has been booked.

## **Test results**

You will be required to have a consultation with your general practitioner to receive your test results. Our staff are not permitted to give test results over the telephone.

## **Care for non-English speaking patients**

If you do not speak English you are encouraged to request access to a telephone interpreter service (TIS) during your appointment. This service is provided free of charge and can be arranged by our receptionist.

## Privacy & confidentiality

For us to deliver high quality care, we hold patient medical records, consultation details, test results, past prescriptions, and any other recorded treatments by past and current health professionals involved in your care and treatment. This information is stored securely and electronically for our health professionals to access.

We are sometimes required to disclose your personal medical records to other entities involved in your care. For instance, when you are referred to a specialist, we are obligated to provide information relevant to your treatment in a referral letter. In return we receive results and information from the specialist.

In accordance with the Victorian Health Records Act 2001 you have an enforceable right of access to your health information, these requests must be made in writing to the practice manager. No information will be released without patient consent unless we are legally obligated to do so.

If you need your medical records to be transferred to another medical centre, please provide a signed medical history transfer form from your new clinic.

### **SMS reminders**

You will be sent an SMS reminding you of the date and time of your appointment the day before. Please inform us if you wish to decline this service.

### **Email correspondence**

Emails are only for general communication and not for urgent or emergency communication, your emails will be acted upon within a 24 hour period. Confidential personal information should not be shared via emails.

### **Reminders & information**

As part of our commitment to preventative care we may issue you with recalls, reminders and/or information by email, letter or SMS. Please inform us if you wish to decline this service.

Think differently about healthcare.  
We do.

## Compliments & complaints

At TLC Primary Care we strive to provide quality care at all times. If you have a suggestion for improvement, compliment or complaint please ask our receptionist for a feedback form.

If you are not satisfied with the outcome of your feedback or complaint you can also contact:

General Manager  
TLC Primary Care  
PO Box 6740  
Melbourne VIC 3004  
Phone 132 TLC

If you are still not satisfied with the outcome of your feedback or complaint you can opt to have it heard externally by contacting:

Health Services Commissioner  
26th Floor, 570 Bourke Street  
Melbourne VIC 3000  
Phone 1300 582 113

From time to time, we may invite you to complete a confidential patient satisfaction survey regarding numerous aspects of our centres, and hope you will be able to assist us in this.



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